

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 000116
Grade 28**

PERFORMANCE MANAGEMENT AND DATA ANALYST III*

DEFINITION OF CLASS:

This is full performance professional staff work in performance management and data analysis for the Office of the County Executive at Montgomery County Government. Employees in the class monitor and improve the performance of County services by working closely and collaboratively with County departments and agencies within an assignment portfolio. The work involves collecting data and information on complex problems or issues, developing technically sophisticated presentations, conducting in-depth research and analyses, and recommending data driven solutions. Employees assist departments in business process improvements using a wide range of analytical tools and methods. The results of their work ensure government accountability and transparency of County operations for the residents and employees of the County. Work contacts include the County Executive, elected officials, department and division directors, program managers, County fiscal and policy staff, external vendors, staff from County agencies, peers and contacts in external private and public organizations and industry resources. The nature and purpose of interactions involve providing technically authoritative advice and guidance, compiling information, interpreting policy objectives, explaining data submission and other requirements, facilitating meetings and resolving difficult, highly visible or controversial problems or issues. Employees will be required to speak before County officials, senior management and other groups including the general public regarding straightforward and controversial or sensitive matters and issues. The work of this class does not require employees to provide direct public service or assistance on a one-to-one basis.

Employees in the class receive perform the full range of performance management and data analysis work with significant independence. The supervisor or Senior/Lead Performance Management and Data Analyst provide instructions regarding broad program or executive-level objectives and employees independently plan and carry out the steps necessary to complete assigned work. The completed work products are reviewed to ensure that broad program goals and objectives have been met. Guidelines in the form of general policy statements and precedents for conducting performance and operational reviews and analyses within the assigned work areas are available but do not always apply specifically to the various issues the employee is reviewing and analyzing. Employees frequently need to adapt or devise new methods and strategies to achieve desired work results. Work is made complex by the volume, variety and types of data and information; situations where conflicting data are encountered; competing program and operational priorities and the need to convey complex and quantitative information to diverse audiences. Decisions made at this level affect County operations, fiscal policy and impact services provided to the clients and residents of the County. Work is performed in an office environment with occasional site visits to County facilities. Employees may be subject to various work demands such as high volumes of work and tight deadlines.

EXAMPLES OF DUTIES: (Illustrative Only)

- Collects, analyzes and interprets a diverse range of data and information from County departments, information systems and other sources to identify opportunities for enhanced productivity and efficiency in discrete and/or cross-cutting management programs and operations.
- Designs and executes projects using qualitative and quantitative investigative techniques, fact finding methods such as interviews, performance evaluations, statistical analysis, surveys, site visits and observations.
- Conducts in-depth studies and analyses of large or complex datasets to uncover performance trends using a variety of tools and systems including business intelligence software, customer relationship management software, geospatial mapping software, open data platforms, statistical analysis applications, data integration and manipulation tools and techniques.
- Establishes performance metrics and works with departments to identify problem areas and potential solutions.
- Organizes and manages the development of performance plans to ensure that plans align with County Executive priorities.
- Recommends and implements data driven solutions to meet desired outcomes.
- Develops or participates in the development of logical business models, relational databases and other data repositories.
- Works with departments to identify best practices, resources and alternatives to meeting objectives, timeliness and transparency of data.
- Synthesizes and communicates complex ideas and information to department managers and program managers and other staff and program stakeholders by developing user friendly presentations; dashboards, applications, online performance metrics and reports.
- Advises the Chief Administrative Officer on organizational and operational performance trends, challenges and issues during regularly scheduled meetings.
- Makes presentations and facilitates meetings with diverse audiences.
- Makes recommendations to the Chief Administrative Officer, the Assistant Chief Administrative Officer and department directors to include options and alternatives to improve policies and programs in a fiscally responsible manner.
- Establishes and maintains collaborative relationships with assigned departments and facilitates resolution of cross cutting issues.
- Provides technical advice and guidance to assigned departments in the analysis and interpretation of program, operations and service area data.
- Culls information through benchmarking and best practices activities by attending meetings, conferences and networking with peers and subject matter experts.
- Performs related duties.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the principles, practices, methods and techniques of quantitative and qualitative analysis, performance measurement and management policy analysis, program evaluation and process improvement.
- Knowledge of the technology, methods and tools used in data gathering, data analysis and interpretation.

- Skill in critical thinking and problem solving to reconcile conflicting or ambiguous data and information and identify key interrelationships and trends in received information and data.
- Skill in facilitating the problem resolution among groups of individuals with divergent viewpoints and interests.
- Skill in comprehending and analyzing multiple organization operations and structures and making technically and fiscally sound recommendations.
- Skill in presenting and communicating complex ideas and information to department managers and program managers and other staff and program stakeholders by developing user friendly presentations; dashboards, applications, online performance metrics and reports.
- Ability to use automated systems, technology and software as tools for analyzing data and information.
- Ability to establish and maintain effective working relationships.
- Ability to work tactfully and equitably with people.
- Ability to attend meetings or perform other assignments at locations outside the office, if necessary.

MINIMUM QUALIFICATIONS:

Experience: Four (4) years of professional experience performing data analysis and interpretation, program evaluation and/or process improvement in an academic, data administration or business data analytics environment.

Education: Graduation from an accredited college or university with a Bachelor's Degree in Information Systems, Information Technology, Computer Science, Operations Research, Business Administration, Economics, Public Administration, Public Policy, Management, Finance, Statistics, Engineering or related field.

Equivalency: (1) An equivalent combination of education and experience may be substituted.

(2) Possession of a graduate degree in one of the above fields may be substituted for one year of the required experience.

LICENSE: None.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period

MEDICAL EXAM PROTOCOL: Medical History Review.

Class Established: April, 2017

Revised: July 2017